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| Position Title | Import Agent |
| Date Posted | 04/21/2019 |
| Location | Boston, MA |
| Dept. | Operations |
| Job Type | Full Time |

Job Requirements:

- Work with our branch offices on daily movements from various shipping locations.
- Collect, sort and distribute incoming shipments, and arrival notifications.
- Write up Import File for each shipment.
- Maintain good records for specified time as per CFR.
- Interact with Driver's to ensure timely recovery and delivery.
- Perform Customer Service functions including confirming shipment, confirming delivery schedules, etc.
- Maintain a thorough knowledge of Customs Regulations.
- Provide prompt and accurate customer service, assuring customer satisfaction.
- Provide Sales and Marketing with customer feedback.
- Maintain good records for US Customs and TSA protocols Other duties as assigned.

Knowledge/Skills Required:

- At least 2 years of experience in the industry with extensive knowledge of processing both import and export shipments.
- Knowledge of U S Customs and Border Protection.
- Experience with numbers and general accounting principles.
- Knowledge of MS Word and Excel as well as email.
- Excellent customer service skills required.
- A self-starter with professional, good common knowledge, and strong problem solving ability. Requires the ability to make judgments and work with minimum supervision.
- Ability to take pride in the job and perform with 100% accuracy on a daily basis without exceptions.
- Have positiveness, enthusiasm and the drive to succeed as well as a passion for the job.
- A self-starter with professionalism and the Ability to work cooperatively with others at all levels within the organization.